

IKM Clerical

Assessments designed to produce a comprehensive profile of clerical skills and knowledge of candidates and employees of the modern day office

IKM's Knowledge Measurement solutions allow organizations to recruit superior candidates and evaluate the impact of employee training and education programs through software-based assessments. IKM Clerical is a suite of assessments to provide a powerful, comprehensive and flexible solution for measuring clerical skills and knowledge in all industries.

IKM Clerical

IKM Clerical offers a broad selection of standard and customizable assessments covering:

- **Spelling, Grammar, Vocabulary and Math**
- **Typing, Data Entry, Digital Literacy, Ten Key, Shorthand and Audio Transcription**
- **Filing, Cross-checking and Coding**
- **Secretarial, Reception, Telephone and Office Management**
- **Desktop**

IKM also offers industry specific assessment packages for the clerical environment that include real-world scenarios for the Accounting and Legal profession.

IKM Clerical Accounting

Clerical staff working in accounting firms or corporate accounting departments need to perform traditional tasks such as typing and audio transcription using documents relevant to finance. IKM Clerical Accounting is designed to assess office skills crucial for success specifically for an accounting environment. Based on IKM's Clerical assessment package, IKM Clerical Accounting uses accounting spelling, vocabulary and terminology for its assessments.

IKM Clerical Legal

From law offices to government agencies, legal environments require staff that can perform traditional clerical tasks such as typing and audio transcription using documents relevant to the law. IKM Clerical Legal is designed to assess office skills crucial for success specifically for a legal environment. Based on IKM's Clerical assessments package, IKM Clerical Legal uses legal spelling, vocabulary and terminology for its assessments.

IKM Clerical Legal assessments also includes DeltaView, the powerful document management software used by many law offices and organizations.

- **Delivers a powerful combination of performance-based and knowledge-based questions for clerical professionals**
- **Create your own assessments or mix and match existing assessments to meet your specific needs**
- **Powerful reporting at candidate or assessment level**
- **Can be accessed from any computer in a supervised or remote environment**

Powerful Customization

IKM recognizes that not all businesses are the same. Clerical skills that are required by one firm may differ from another. IKM provides advanced assessment customization ensuring that all tasks and disciplines may be covered in a single assessment. IKM enables users to:

- **Customize existing assessments by drawing from IKM's database of questions**
- **Develop new questions to be added to standard assessments**
- **Develop 4 types of response formats**
 - Multiple-choice
 - True-false
 - Fill-in-the-blank
 - Matching



Easy Reporting

IKM Clerical reporting presents important data in easy-to-understand formats. The powerful reporting capability allows the analysis of a candidate's performance, all at the click of a mouse. A results profile can easily be displayed for a single candidate, or all candidates who have taken a particular assessment.

Ease of Access

IKM's Knowledge Measurement solutions can be accessed from any computer with an Internet connection, permitting assessment-taking in the office, at home, or from remote locations. This allows the flexibility of having assessments available at the convenience of the assessment-taker, or in a supervised environment when a higher degree of security for results integrity is required.

Available Assessments

IKM has extensive assessments and question combinations available to choose from that are constantly being updated and extended to ensure existing and future clerical skill requirements are accommodated. For the most up to date assessment packages visit <http://ikmnet.com/available>. A sample of IKM Clerical assessments include:

- **Checking: Standard, Names, Numbers**
- **Data Entry: Alphanumeric, Numeric**
- **Filing: Standard, Names, Numbers**
- **Grammar: Business, General**
- **Spelling: Business, General, Accounting, Geography, Legal, Medical**
- **Vocabulary: Business, General, Accounting, Geography, Legal, Medical**
- **Proof Reading**
- **Typing**
- **Telephone skills**
- **Desktop: MS Word, Excel, Access, Powerpoint, WordPerfect, Lotus**

Other IKM Solutions

IKM's Knowledge Measurement solutions include assessments on the widest range of competencies in Microsoft Office, clerical, medical, legal, call center, accounting, behavioral, computer literacy, IT, food services, retail sales and light industrial areas.

Working in Partnership

IKM works with organizations in partnership to ensure they are better positioned to make informed decisions on recruitment and employee training programs.

Contact IKM Regional Offices to begin the process of enhancing workforce knowledge management across the enterprise.

IKM Regional Offices

<http://ikmnet.com/contact>